



TRICARE



Welcome to TRICARE Heartland and the 375th Medical Group, Scott Air Force Base. One of the first things you should do during your in-processing is visit the TRICARE Service Center, located in the hospital. At this visit you will fill out an enrollment application, effectively transferring your enrollment to the 375th Medical Group and you will be assigned a Primary Care Manager. In addition, you will receive useful information about the hospital, your assigned provider and the clinic.

TRICARE Service Center Contact Information

Location: Bldg 1530 first floor just past the main elevators by the emergency room.

Open: Monday-Friday 0800-1700

Phone: 1877-TRICARE (8742273)

Helpful TRICARE Links

DEERS Online (<http://www.tricare.osd.mil/deers/>)

TRICARE - Main Web Site (<http://www.tricare.osd.mil/>)

Humana - Military Region 5 (<http://www.humana-military.com/region5/home.htm>)

TRICARE Dental Programs (<http://www.tricare.osd.mil/beneficiary/beneficiary/supprog.html#dental>)

My TRICARE.COM (http://www.mytricare.com/tric_content.nsf/html/myTRICARE)

TRICARE Online (<https://www.tricareonline.com/index.html>)

Reserve Component Health Care Benefits Brochure (<http://tricare.osd.mil/RNGOLBrochure/index.html>)

TRICARE Related briefings

375th Medical Group TRICARE Patient Advocate

The TRICARE Patient Advocate is the liaison between the 375th Medical Group, TRICARE Service Center, and patients. If you have questions, concerns, or comments you may contact the TRICARE Patient Advocate at (618) 256-7700.

Debt Collection Assistance Officer (DCAO)

The 375 MDG has a Debt Collection Assistance Officer (DCAO) to help beneficiaries understand and get assistance with debt collection problems related to TRICARE claims. Although the DCAO cannot provide you with legal advice or fix your credit rating, he will research your claims and provide you a written resolution to your collection problem. He will also notify the collection agency that action is being taken to resolve the issue.

If you visit the DCAO, remember to bring all paperwork associated with the collection action. This includes debt collection letters, TRICARE explanation of benefits (EOB), and medical/dental bills from providers. The more information you can provide, the faster it will be to determine the cause of the problem.

For more information contact the 375th Medical Group's DCAO at (618) 256-7699.

Beneficiary Counseling & Assistance Coordinator (BCAC)

The BCAC initiative is intended to improve customer relations and satisfaction with the Military Health System (MHS) by improving customer access to health care program information, access to claims information and accurately facilitating beneficiary complaint resolution. Essentially, the BCAC provides MHS beneficiaries with a point of contact to address health-care related issues and concerns.